



Garrison Command Newsletter

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MISSION

U.S. Army Garrison provides and maintains the installation infrastructure to:

- support power projection and training of III Corps units/soldiers;
- provide a quality living and working environment for soldiers, families, retirees, and authorized civilians;
- sustain an effective partnership with our surrounding communities;
- and support the III Corps / Fort Hood transformation process.

VISION

The Army's model power projection platform, training installation, and community. A great place to train, work, and live.

Directorate of Logistics Competes for President's Quality Award

The Directorate of Logistics recently received word that their award submission was selected by the Strategic Management and Innovations Division, Department of the Army, to advance in competition for the 2002 President's Quality Award.

After scrutiny at the Office of the Secretary of Defense (OSD) Quality Management Office, applications will be forwarded to the Office of Personnel Management (OPM) for final judging and selection.

The President's Quality Award was re-oriented in 2002 to recognize accomplishments that further the Administration's objectives as noted in the President's Management Agenda. Organizations selected for recognition will serve as role models and benchmarks for other organizations to attain similar success. DOL applied in the category of Strategic Management of Human Capital. Other areas of competition include Competitive Sourcing, Improved Financial Performance,

Expanded Electronic Government, and Budget and Performance Integration.

Final winners will be announced by OPM this fall. (DOL)

Congratulations, DOL!!

Open Season for the Federal Long Term Care Insurance Program is here!! 1 July – 31 December 2002

Will you need long term care? Approximately 60% of people who reach age 65 will need long term care at some point in their lives. 40% of people receiving long term care are between ages 18-64.

Are your finances at risk?

-- The national average annual cost of nursing home care is \$52,000 and is expected to rise to \$190,600 by 2030

-- Home health care costs are high as well. The national average annual cost of home health care is \$20,000 (that's \$18/hour, five hours a day, five days a week for a home health aide) and is expected to rise to \$68,000 by 2030

Did you know that many financial advisors recommend long term care insurance as part of a client's total financial plan?

Whatever your age, long term care can be one of the best and most economical ways to help pay for long term care, should you ever require it. Don't let the high cost of long term care jeopardize your savings - or burden the lives and finances of those who care about you most! Find out if the new Long Term Care Insurance Program is right for you!" - Kay Coles James, Director, U.S. Office of Personnel Management.

4 Great Reasons to Learn More!

-The Program Is Sponsored by the U.S. Office of Personnel Management (OPM) and Backed by Two Leading Insurers

-You Can Save with Group Premiums

-Care Provided by Family and Friends Is Covered

-You're Covered in the U.S. and Abroad.

Act Smart! Get a FREE Open Season Information Kit and application. Call 1-800-LTC-FEDS (1-800-582-3337) (TDD 1-800-843-3557) or visit www.LTCFEDS.com.

Log on to www.LTCFEDS.com to see a listing of on-site Program Educational meetings near you. Please note that the application for Open Season is different from Early Enrollment. Only Open Season applications may be used to apply.

The Federal Long Term Care Insurance Program is sponsored by the U.S. Office of Personnel Management and offered by John Hancock and MetLife. The Federal Long Term Care Insurance Program is administered by Long Term Care Partners, LLC, and offered by: John Hancock Life Insurance Company, Boston, MA 02117 Metropolitan Life Insurance Company, New York, NY 10010. (CPAC)

Check out the Fort Hood ICE Page at

<http://ICE.DISA.MIL/>

DPW CA Update – DPW Wins Appeal!!

On 24 July 2002 the Administrative Appeal Board (AAB) issued a ruling on the DPW CA study decision in favor of the government in-house workforce!

Throughout July, the DPW, Local AGFE, CCMD, and SJA offices provided the AAB with all the requested documentation and other information necessary for their review of the appeal filed on the initial DPW CA decision. The AAB reviewed all the information associated with the study, and issued the ruling in favor of the government a week ahead of their deadline! The AAB denied all the elements of the appeal and set the next step of the process into motion.

If the contractor filing the appeal is not satisfied with the AAB ruling, he has 10 days from the date of the ruling to file a protest with the Government Accounting Office (GAO). The GAO then has 100 days to render its opinion on the AAB ruling.

This is normal procedure, and to be expected. DPW has the greatest confidence that they will ultimately prevail in any protest filed. In the meantime, DPW and other Fort Hood activities continue planning efforts for the eventual transition to the MEO. A big thanks goes to all those Fort Hood folks who worked on the appeal. It was truly a super team effort! (DPW)

Army Resume Builder

The Army Resume Builder is the best way to complete your resume when applying for Federal Employment with Department of the Army. The Army Resume Builder can be reached by going to www.cpol.army.mil and clicking on employment, then click on Army Resume Builder.

It is important that you remember your user ID and PIN. You will need this in order to access your resume. If you are trying to either edit, display, or send your resume and cannot remember your user ID and PIN, read the screen to the left of where it asks for user ID and PIN. There are two ways to obtain assistance when you forget your password.

a. If you have previously entered a question and answer for this resume, the question will be displayed. You will be asked to enter your social security number (SSN) and click proceed. If you provide the correct answer, as you previously entered it, then the user ID and PIN will be displayed.

b. If you forget your user ID and PIN and have an email address on your resume you can enter your SSN and e-mail address. This e-mail address must match the one on your resume. You will be emailed an automatic reply with your user ID and PIN. You will receive two separate e-mails, one for your user ID and one for your PIN. (CPAC)

6 Aug Hood Hero

CANCELLED!

Due to scheduling conflicts, the 6 Aug Commanding General's Quarterly Hood Hero Awards Luncheon is cancelled.

Awards for the 3d and 4th Quarters FY 2002 will be presented at the 29 Oct luncheon. Submission suspense for nominations for the 3d quarter is 9 Aug; suspense for the 4th quarter is 9 Oct.

Questions should be directed to Cathy Davis at 618-7357 or via email. (SPO)

Applying for Fort Hood Positions

West CPOC works under an inventory based system. You will not typically see individual vacancy announcements. No self-nomination forms required. Apply Now!!!

For applicants who have never worked Federal Service nor been in the military, you will need to apply against individual announcements open to all U. S. Citizens. These will be annotated as Delegated Examining Unit Announcements (DEU).

Submit your resume now. You will be asked to indicate all of the positions you want to be considered for. You are not limited in the number of positions you can apply for.

a. www.cpol.army.mil - If you can be appointed using one or more appointing authorities, list all that apply (i.e. VEOA, VRA, Reinstatement). You are not limited to one.

1. Click on employment
2. Click on Army Resume Builder – Use to prepare your resume
3. Remember to send your resume to West CPOC.

b. If you do not have an appointing authority, click on Army Vacancy Announcements to see positions that are open to all U. S. Citizens.

1. At www.cpol.army.mil - click on employment announcements.
3. Click on the state of Texas

4. Type in **Hood** where it asks for location. Do not type Fort Hood, Ft. Hood, etc.

5. You can send your resume electronically via email.

6. Supporting documentation must be mailed

You can access the home page of the West CPOC by going to www.cpol.army.mil.

- Click on Links
- Click on Regional Pages
- Click on West CPOC
- Click on Employment

You can get all kinds of useful information at the West CPOC web site regarding preparing resumes (do's and don'ts); check the status of your resume by looking at ROAR (Resume on Line Response System), etc.

HOT TIP:

a. Read instructions before starting to prepare your resume.

b. When applying for a DEU announcement, read the job announcement and follow instructions. (CPAC)

Organizational Transformation

An organization is more than a series of boxes and connecting lines on an organizational chart diagram. An organization is people providing a service. A lot of citizens associate bureaucratic red-tape with the service they receive from government employees, and don't always know what goes on behind the scenes with the inter-workings of an organization.

The true story is that most government employees sincerely want to do a good job and help their organizations to succeed. Often poor service comes from the internal focus of organizations on fragmented objectives, complicated procedures, and a hierarchical structure that inhibits the performance of the organization. There is dramatic proof that a government organization can transform itself and turn its performance around, while helping employees derive greater satisfaction from their work. One way of solving real problems in poorly operating organizations is performance-based transformation.

Organizations can achieve performance-based transformation by redesigning their structure around the mission and enhance core processes to produce services or products. One of the primary core processes has to do with an organization's human capital. For performance transformation to take place, major changes must take place in the traditional roles played by managers and employees. Managers must be willing to let go of authority, and employees must be willing to take on responsibilities with accountability. Without empowerment, an organization has little hope of creating an organizational culture of continuous improvement, increased productivity, quality, or efficiency. (SPO)

Army Community Service (ACS)- Employment Readiness Branch

The mobile military lifestyle can restrict a military spouse's opportunities for employment and career advancement. Finding satisfactory employment and achieving career goals in the midst of frequent relocations to economically and geographically diverse duty stations require job search skills and career planning.

The ACS Employment Readiness Branch (ERB) provides assistance to military spouses. Services include:

- Job Search Assistance
- Career Counseling and Coaching
- Centralized Job Bank
- Resume/Job Application Development
- Employment Education and Training Workshops

Visit the Fort Hood ERB office at Building 4220, South 77th Street. Hours of operation are Monday through Friday 0730 to 1630 except federal holidays. (DCA)

Army Ideas for Excellence
Submit Your Great Idea Today!
287-4332

Hood Howdy

Hood Howdy will be held on 7 Aug 02 in the Fort Hood Officers' Club from 0900 - 1300. Hood Howdy Newcomers' Information Fair provides information on services and facilities available on Fort Hood and the surrounding Central Texas area to newcomer soldiers and family members. Newcomers are given an opportunity to win great door prizes. Fort Hood on-post restaurants will feature food tasting at the event. This is a great way to sample all that Fort Hood has to offer. Free childcare is provided by contacting the Fort Hood Child Development Center, Bldg 113, 287-6037.

A Youth Welcome will take place in conjunction with Hood Howdy for all youths new to the area. There will be a magic show, clown, and fashion show as well as entertainment. For more information, contact the Relocation Readiness Program at 287-4471 or email: site4390@hood.army.mil. (DCA)

Family Advocacy Program (FAP)

Commanders and Unit Personnel: Your Annual Family Advocacy Program (FAP) Spouse and Child Abuse Training requirement mandated in Army Regulation 608-18 and III Corp and Fort Hood Regulation 350-1 can be met by contacting the FAP office at 618-7582/287-6774. The Staff will provide training for individual units upon request.

The Fort Hood Army Community Service, Advocacy and Prevention Branch offers the following Family Advocacy Program services and activities. ***You are encouraged to participate in these programs at no cost.*** Give us a call and check us out.

- Stress Management
- Conflict Management
- Single Parent Support
- Parenting Issues Forum
- Car Seat Safety Education and Inspection Program
- Victim Advocate Program
- New Parent Support Program Plus Explore, Learning and Play

Childcare is provided at no cost to the participant. For more information about A&P Branch FAP activities, call 286-6774 / 287-2286 or visit us at the A&P offices in Albee Hall, Building 9001, Battalion and 20th. (DCA)

FAP Car Safety Seat Inspection & Education Program

The FAP Car Safety Seat Inspection & Education Program will be conducted at the ACS Relocation Assistance Program's Hood Howdy, 07 Aug 02, 0900-1400, at the Fort Hood Officers' Club northeast parking lot.

Technicians will provide military families relocating to Fort Hood information, instructions, and resource material necessary to safeguard their children in a car safety seat.

Join us to determine if your child's seat is on the recall list, if the seat is installed correctly, and receive safety travel tips for your child. (DCA)

Exceptional Family Member Program (EFMP)

Come join the Army Community Services (ACS), Exceptional Family Member Program (EFMP) as we get ready for back to school! ***Every Thursday*** at the Abrams Fitness Center, 1800-2000, the "***Sea Dragons,***" EFMP special needs swimming meets at no cost. On ***16 Aug***, 1100-1300, EFMP will sponsor a "***Back to School***" Pizza Party at Peter Piper Pizza in Killeen. All families with special needs members are invited to join us as we have some great pizza, play some games, and celebrate the start of the new school season. Please call 287-6070 for more information or to sign up. On 21 Aug, 1230-1430, at the Comanche (Post) Chapel, EFMP will conduct their monthly orientation for newly assigned and newly identified soldiers who have family members with special needs. In addition, a web site has been set up for military families with special medical or educational needs -

<http://mfrc.calib.com/snn>. Check it out and discover the many resources that are available for you. For more information, please call the A&P Branch, EFMP office at 287-6070/1673. (DCA)

New ICE Age Is Coming!

Fort Hood's active participation in the Department of Defense's Interactive Customer Evaluation (ICE) system began 18 April 2002 with the activation of our own ICE web page. In the intervening months, the system has been improved and on 15 July 2002 a new ICE system Home Page was started. This new page simplifies the search for an Installation's ICE page. With these changes, Fort Hood's page is going to change. Our New ICE Age will feature customer comment cards in new service areas. Both the Directorate of Community Activities and the Directorate of Public Works are planning to add new Service Cards and provide additional Service Provider Managers to the system. As a review, the ICE system is a Web-Based customer comment card and it provides nearly real time feedback to the service providers on how well a service is viewed by the customer.

Making Fort Hood's page more accessible to our customers is one of our planned improvements. Our goal is to gain customer responses on the quality and type of services they have received and based on customer needs and wants, find what new services we should be providing. Providing an Internet capable computer at each service site with a large customer presence is one of the best ways to do this. Locations like the library, the bowling center, auto craft shop, DPW Work Reception Area, the CIF and many other service locations would be ideal for a "kiosk". While all service providers should, at least, have a "kiosk", some may have to wait for availability of a computer. Of course, given the fact that the ICE comment card can be filled out at a customer's work place or even at their home, the number of computers required may be smaller than this site administrator envisions. The part that goes hand and glove with access is

customer indoctrination. The virtues of ICE will be extensively marketed to all Fort Hood customers and use of the system will be encouraged. Ideally, ICE should be so well known that all customers would ask, "Where is the ICE kiosk?", everytime they receive a service.

The Fort Hood Web Page is available at: <http://ice.disa.mil/>. If you have any questions please contact Bob Easter, phone, 618-7351 or Cathy Davis, phone, 618-7357. (SPO)

ACAP Center

It is highly recommended that soldiers preparing for separation from active duty receive the congressionally mandated Pre-separation Counseling at least 6-months prior to actual separation date. Those preparing for retirement are encouraged to begin a year prior to retirement. This allows time to conduct transition business, support the unit mission, deploy, go to NTC, field, etc. Call 288-ACAP or 288-JOBS for information. Soldiers pending a chapter separation should receive the Pre-separation Counseling as part of chapter packet preparation. Family members of transitioning soldiers are strongly encouraged to utilize ACAP Center services.

The ACAP Center will be open for business all day on 30 Aug, a III Corps training holiday, and closed on Labor Day. It is a great opportunity to work with the ACAP XXI system, practice your interview techniques, speak with the counselors, or perfect your resume. Call 288-ACAP for information. (AG)

Fort Hood Family Housing (FHFH)

July marks the tenth month of successful operations for FHFH (Oct 01 – Jul 02). This is also the first month of the new Fiscal Year for FHFH (FHFH's fiscal year runs 1 Jul – 30 Jun). Progress continues on all fronts for the partnership. Substantial new construction and renovations are well underway. Construction projects remain on schedule and operations procedures continue to be refined. The entire team continues to focus on ways to make products and processes better for soldiers and their families.

Residents are extremely happy. (FHFH) (DPW)

Best Practices

The annual Fort Hood "Best Practices" report will be published in October. All organizations are invited to provide input to the Strategic Planning Office, ATTN: Cathy Davis, in the following categories: Strategic Management of Human Capital, Competitive Sourcing, Improved Financial Performance, Expanded Electronic Government, Budget and Performance Integration, and Asset Management.

Please submit your initiatives for the above categories and use the same format shown in last year's report: Title, Background, Approach, Results, Projections, and POC. Last year's report can be viewed in the Garrison Public Folders/Best Practices.

Questions may be directed to Cathy Davis via email or at 618-7357. Suspense for all articles is 20 Sep. (SPO)

Army Ideas For Excellence Program

Look around you to see what improvements need to be made in the way you work and live, and submit your recommendations for those improvements. You may earn some money! Two fine service members recently earned awards totaling approximately \$5,000. Your name could be on the next paycheck.

Submit your ideas today! For more information on the Army Ideas For Excellence Program, call Ms. Soliz at 287-IDEA (4332) or email her at Eloise.Soliz@hood.army.mil (SPO)